

**Charlotte Area Transit System**

**Fare Equity Analysis**

**For FY2017 Proposed Fare Increase**

**February 2016**

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## SUMMARY

Since 2000, the policy board for CATS, the Metropolitan Transit Commission (MTC), has used a Fare Policy to provide guidance on when and by how much a fare should be increased along with requirements for public input (*Attachment A: MTC Fare Policy and Attachment B: Public Process for Fare and Service Changes and*). The MTC Fare Policy provides for a fare increase every two years up to \$.25 cent on the base fare and corresponding increases on other media and services as outlined in the fare policy.

Since FY2014 (July 1, 2013) when the last fare increase of .20 cents occurred CATS has continued to experience increased costs along with limited increases in unrestricted operating revenue. This has resulted in a \$2.8 million short fall in the proposed operating budget for FY2017.

CATS is reviewing three options to increase revenue from fares or passes / discounts. One option proposes no increase in transit fares but changes in pass pricing and elimination of sales discounts. The other two options provide for modest increases in fares along with changes to pass discounts and pass pricing structure. In order to achieve a balanced budget and to provide the least amount of impact to customers, the following options will be presented for consideration:

1. Restructuring of the weekly pass to be priced at 14 rides vs 10 while keeping the unlimited ride feature, removing the 15% discount on 10-ride passes, and reducing the volume sales discount to 10% for organizations currently at the top tier of the Employee Transportation Coordinator (ETC) purchase program.
2. A .10 cent fare increase to the base fare, restructuring of the weekly pass to be priced at 14 rides vs 10 while keeping the unlimited ride feature, and reducing the volume sales discount to 10% for organizations currently at the top tier of the Employee Transportation Coordinator (ETC) purchase program.
3. A .05 cent fare increase to the base fare, restructuring of the weekly pass to be priced at 14 rides vs 10 while keeping the unlimited ride feature, reducing the volume sales discount to 10% for organizations currently at the top tier of the Employee Transportation Coordinator (ETC) purchase program and removing the 15% discount on 10-ride passes

Either option would be effective July 1, 2016.

## DEFINITIONS:

The following charts and analysis refer to low-income and minority populations as well as the system wide ridership population. For clarification, the data available for this analysis defines these groups as:

**Poverty Level:** Poverty rate by block group as defined by the U.S. Census American Community Survey (ACS) 5-year estimates.

**Low income:** CATS used household income of \$11,669 and below to represent low income households. CATS used the demographics percentage for household of \$11,669 or less obtained from CATS Fall 2011 On-Board Customer Survey conducted across the entire CATS system.

Ridership amounts represented in the analysis is derived from this demographic percentage applied to CATS unlinked passengers.

**Minority:** CATS used all non-white categories as minorities. CATS used the demographics percentage for race obtained from CATS Fall 2011 On-Board Customer Survey conducted across the entire CATS system. Ridership amounts represented in the analysis is derived from the demographic percentage applied to CATS unlinked passengers.

**System wide:** CATS used the statistics obtained from the CATS Fall 2011 On-Board Customer Survey conducted across the entire CATS system. Ridership amounts represented in the analysis is derived from the statistics applied to CATS unlinked passenger trips.

**Service Area:** The areas along CATS bus and rail routes including a ¾ mile buffer

**CATS Customer Satisfaction Survey:** CATS conducts an annual on-board survey of customers obtaining their perceptions and attitudes toward public transit and management of the system along with ratings on 40 customer service elements. Also obtained is demographic and usage information including fare media. The results from the most current survey were used in developing this analysis. The survey conducted in the fall 2011 was representative of CATS ridership across all service types and day and week parts with information accurate at the 95% confidence interval with a sampling error of plus or minus 3.9%.

#### **SERVICE AREA AND RIDERSHIP DEMOGRAPHICS:**

The Charlotte Area Transit System operates in Mecklenburg County with feeder express routes servicing most of the surrounding counties. The service area is 435 square miles consisting of 74 bus routes, a 9.4 mile light rail line, para-transit services and customer operated vanpools generating over 25 million unlinked passenger trips in FY2015. Mecklenburg County has a more diverse population than the state of North Carolina with minorities representing more of the general population.

The Median and Per Capital income in Mecklenburg County is 19% and 28% respectively which are higher than the state of North Carolina. Table 1: US Census illustrates the 2014 demographics representing Mecklenburg County with a minority population of 40.8% and person below the poverty level at 15.4%. Further analysis of 2014 census (Table 2: CATS Service Area Demographics) data within the three-quarter mile radius of CATS routes indicate that 11.85% of the surrounding population is at or below the poverty level and that 46.68% of the population is a minority.

Table 1: US Census

US. Census 2014 Quick Stats	Mecklenburg County	North Carolina
Population, 2014 estimate	1,012,539	9,943,964
Population, 2010 (April 1) estimates base	919,666	9,535,691
Population, percent change - April 1, 2010 to July 1, 2014	10.10%	4.30%
Population, 2010	919,628	9,535,483
Persons under 5 years, percent, 2014	7.00%	6.10%
Persons under 18 years, percent, 2014	24.60%	23.00%
Persons 65 years and over, percent, 2014	10.00%	14.70%
Female persons, percent, 2014	51.90%	51.30%
White alone, percent, 2014 (a)	59.20%	71.50%
Black or African American alone, percent, 2014 (a)	32.20%	22.10%
American Indian and Alaska Native alone, percent, 2014 (a)	0.80%	1.60%
Asian alone, percent, 2014 (a)	5.50%	2.70%
Native Hawaiian and Other Pacific Islander alone, percent, 2014 (a)	0.10%	0.10%
Two or More Races, percent, 2014	2.20%	2.10%
Hispanic or Latino, percent, 2014 (b)	12.70%	9.00%
White alone, not Hispanic or Latino, percent, 2014	48.80%	64.10%
Foreign born persons, percent, 2009-2013	13.90%	7.60%
Language other than English spoken at home, pct age 5+, 2009-2013	18.20%	10.90%
Households, 2009-2013	366,689	3,715,565
Persons per household, 2009-2013	2.54	2.53
Per capita money income in past 12 months (2013 dollars), 2009-2013	\$32,482	\$25,284
Median household income, 2009-2013	\$55,444	\$46,334
Persons below poverty level, percent, 2009-2013	15.40%	17.50%

Table 2: CATS Service Area Demographics

Service Area	Minority Proportion of Population	Low Income Proportion of Population
CATS	46.68%	11.85%
Source: U.S. Census Bureau		

## FARE INCREASE / DISCOUNT CHANGES OPTIONS

Table 3: FY2015 Proposed Fare Increase

### Option 1:

July 1, 2016 Proposed Fare Increase 5 cent Increase				
Media Type:	Current Fare / Passes	Proposed Fares July 1, 2016	Price Percentage Increase	Increase Amount
Local	\$2.20	\$2.25	2.3%	\$0.05
LYNX	\$2.20	\$2.25	2.3%	\$0.05
Express routes within Mecklenburg County	\$3.00	\$3.10	3.2%	\$0.10
Express Plus routes to neighboring Counties	\$4.40	\$4.50	2.3%	\$0.10
STS (ADA Service)	\$3.50	\$3.60	2.9%	\$0.10
Reverse Commute Express	\$2.20	\$2.25	2.3%	\$0.05
Activity Center Services: Gold Rush	FREE	FREE	N/A	FREE
Village Riders, Beatties Ford, Eastland, Hidden Valley and other neighborhood services	\$0.90	\$0.95	5.6%	\$0.05
People 62 years and up & people with disabilities, with a valid Transit ID or Medicare card. (Local/LYNX/Express/Express Plus)	\$1.10/\$1.10/\$1.50/\$2.20	\$1.15/\$1.15/\$1.55/\$2.25	4.5%/4.5%/3.3%/2.3%	5¢/5¢/5¢/5¢
Children 5 and under, accompanied by an adult	FREE	FREE	N/A	N/A
Youth/Student (grades K-12) with a valid school or Transit ID (Children 12 and under are to be accompanied by an adult) (Local/LYNX/Express/Express Plus)	\$1.10/\$1.10/\$1.50/\$2.20	\$1.15/\$1.15/\$1.55/\$2.25	4.5%/4.5%/3.3%/2.3%	5¢/5¢/5¢/5¢
<b>Passes:</b>				
Weekly Pass*	\$22.00	\$31.50	43.2%	\$9.50
Monthly Pass*	\$88.00	\$90.00	2.3%	\$2.00
Express Monthly Pass*	\$121.00	\$124.02	2.5%	\$3.02
Express Plus Monthly Pass*	\$176.00	\$180.00	2.3%	\$4.00
ADA Monthly Pass*	\$140.00	\$144.00	2.9%	\$4.00
Senior/ADA Local Monthly Pass*	\$44.00	\$45.00	2.3%	\$1.00
Senior/ADA Express Monthly Pass*	\$60.50	\$62.00	2.5%	\$1.50
Senior/ADA Express Plus Monthly Pass*	\$88.00	\$90.00	2.3%	\$2.00
10-Ride Local Pass	\$18.70	\$22.50	20.3%	\$3.80
10-Ride Express Pass	\$25.75	\$31.00	20.4%	\$5.25
10-Ride Express Plus pass	\$37.40	\$45.00	20.3%	\$7.60
STS Yellow Tickets (Book of 10)	\$35.00	\$36.00	2.9%	\$1.00
ADA 10-Ride People 62 years and up & people with disabilities, with a valid Transit ID or Medicare card.	\$9.35	\$11.25	20.3%	\$1.90
LYNX Daily	\$6.60	\$6.75	2.3%	\$0.15
<b>TRANSFERS</b>				
Local/LYNX to Express	\$0.80	\$0.85	5.9%	\$0.05
Local/LYNX to Express Plus	\$2.20	\$2.25	2.3%	\$0.05
Express to Express Plus	\$1.40	\$1.45	3.8%	\$0.05
From Community Shuttle to Local/LYNX	\$1.30	\$1.35	3.8%	\$0.05
From Community Shuttle to Exp	\$2.15	\$2.20	2.2%	\$0.05
From Community Shuttle to Exp Plus	\$3.50	\$3.60	2.9%	\$0.10
From Community Shuttle to Community Shuttle	FREE	FREE	N/A	N/A
* Indicates Unlimited Rides				

## Option 2:

July 1, 2016 Proposed Fare Increase 10 cent Increase				
Media Type:	Current Fare / Passes	Proposed Fares July 1, 2016	Price Percentage Increase	Increase Amount
Local	\$2.20	\$2.30	4.5%	\$0.10
LYNX	\$2.20	\$2.30	4.5%	\$0.10
Express routes within Mecklenburg County	\$3.00	\$3.20	6.7%	\$0.20
Express Plus routes to neighboring Counties	\$4.40	\$4.60	4.5%	\$0.20
STS (ADA Service)	\$3.50	\$3.70	5.7%	\$0.20
Reverse Commute Express	\$2.20	\$2.30	4.5%	\$0.10
Activity Center Services: Gold Rush	FREE	FREE	N/A	FREE
Village Riders, Beatties Ford, Eastland, Hidden Valley and other neighborhood services	\$0.90	\$0.95	5.6%	\$0.05
People 62 years and up & people with disabilities, with a valid Transit ID or Medicare card. (Local/LYNX/Express/Express Plus)	\$1.10/\$1.10/\$1.50/\$2.20	\$1.15/\$1.15/\$1.60/\$2.30	4.5%/4.5%/7.2%/4.5%	5¢/5¢/10¢/10¢
Children 5 and under, accompanied by an adult	FREE	FREE	N/A	N/A
Youth/Student (grades K-12) with a valid school or Transit ID (Children 12 and under are to be accompanied by an adult) (Local/LYNX/Express/Express Plus)	\$1.10/\$1.10/\$1.50/\$2.20	\$1.15/\$1.15/\$1.60/\$2.30	4.5%/4.5%/7.2%/4.5%	5¢/5¢/10¢/10¢
<b>Passes:</b>				
Weekly Pass*	\$22.00	\$32.20	46.4%	\$10.20
Monthly Pass*	\$88.00	\$92.00	4.5%	\$4.00
Express Monthly Pass*	\$121.00	\$128.00	5.8%	\$7.00
Express Plus Monthly Pass*	\$176.00	\$184.00	4.5%	\$8.00
ADA Monthly Pass*	\$140.00	\$148.00	5.7%	\$8.00
Senior /ADA Local Monthly Pass*	\$44.00	\$46.00	4.5%	\$2.00
Senior/ADA Express Monthly Pass*	\$60.50	\$64.00	5.8%	\$3.50
Senior/ADA Express Plus Monthly Pass*	\$88.00	\$92.00	4.5%	\$4.00
10-Ride Local Pass	\$18.70	\$19.55	4.5%	\$0.85
10-Ride Express Pass	\$25.75	\$27.20	5.6%	\$1.45
10-Ride Express Plus pass	\$37.40	\$39.10	4.5%	\$1.70
STS Yellow Tickets (Book of 10)	\$35.00	\$37.00	5.7%	\$2.00
ADA 10-Ride People 62 years and up & people with disabilities, with a valid Transit ID or Medicare card.	\$9.35	\$9.80	4.8%	\$0.45
LYNX Daily	\$6.60	\$6.90	4.5%	\$0.30
<b>TRANSFERS</b>				
Local/LYNX to Express	\$0.80	\$0.90	12.1%	\$0.10
Local/LYNX to Express Plus	\$2.20	\$2.30	4.5%	\$0.10
Express to Express Plus	\$1.40	\$1.40	0.2%	\$0.00
From Community Shuttle to Local/LYNX	\$1.30	\$1.35	3.8%	\$0.05
From Community Shuttle to Exp	\$2.15	\$2.25	4.5%	\$0.10
From Community Shuttle to Exp Plus	\$3.50	\$3.65	4.3%	\$0.15
From Community Shuttle to Community Shuttle	FREE	FREE	N/A	N/A
* indicates Unlimited Rides				



### Option 3:

July 1, 2016 Proposed Sales and Pass Discount Changes				
Media Type:	Current Fare / Passes	Proposed Fares July 1, 2016	Price Percentage Increase	Increase Amount
Local	\$2.20	\$2.20	0.0%	\$0.00
LYNX	\$2.20	\$2.20	0.0%	\$0.00
Express routes within Mecklenburg County	\$3.00	\$3.00	0.0%	\$0.00
Express Plus routes to neighboring Counties	\$4.40	\$4.40	0.0%	\$0.00
STS (ADA Service)	\$3.50	\$3.50	0.0%	\$0.00
Reverse Commute Express	\$2.20	\$2.20	0.0%	\$0.00
Activity Center Services: Gold Rush	FREE	FREE	N/A	FREE
Village Riders, Beatties Ford, Eastland, Hidden Valley and other neighborhood services	\$0.90	\$0.90	0.0%	\$0.00
People 62 years and up & people with disabilities, with a valid Transit ID or Medicare card. (Local/LYNX/Express/Express Plus)	\$1.10/\$1.10/\$1.50/\$2.20	\$1.10/\$1.10/\$1.50/\$2.20	NA	NA
Children 5 and under, accompanied by an adult	FREE	FREE	N/A	N/A
Youth/Student (grades K-12) with a valid school or Transit ID (Children 12 and under are to be accompanied by an adult) (Local/LYNX/Express/Express Plus)	\$1.10/\$1.10/\$1.50/\$2.20	\$1.10/\$1.10/\$1.50/\$2.20	NA	NA
<b>Passes:</b>				
Weekly Pass*	\$22.00	\$30.80	40.0%	\$8.80
Monthly Pass*	\$88.00	\$88.00	0.0%	\$0.00
Express Monthly Pass*	\$121.00	\$121.00	0.0%	\$0.00
Express Plus Monthly Pass*	\$176.00	\$176.00	0.0%	\$0.00
ADA Monthly Pass*	\$140.00	\$140.00	0.0%	\$0.00
Senior /ADA Local Monthly Pass*	\$44.00	\$44.00	0.0%	\$0.00
Senior/ADA Express Monthly Pass*	\$60.50	\$60.50	0.0%	\$0.00
Senior/ADA Express Plus Monthly Pass*	\$88.00	\$88.00	0.0%	\$0.00
10-Ride Local Pass	\$18.70	\$22.00	17.6%	\$3.30
10-Ride Express Pass	\$25.75	\$30.05	16.7%	\$4.30
10-Ride Express Plus pass	\$37.40	\$44.00	17.6%	\$6.60
STS Yellow Tickets (Book of 10)	\$35.00	\$35.00	0.0%	\$0.00
ADA 10-Ride People 62 years and up & people with disabilities, with a valid Transit ID or Medicare card.	\$9.35	\$11.00	17.6%	\$1.65
LYNX Daily	\$6.60	\$6.60	0.0%	\$0.00
<b>TRANSFERS</b>				
Local/LYNX to Express	\$0.80	\$0.80	0.0%	\$0.00
Local/LYNX to Express Plus	\$2.20	\$2.20	0.0%	\$0.00
Express to Express Plus	\$1.40	\$1.40	0.0%	\$0.00
From Community Shuttle to Local/LYNX	\$1.30	\$1.30	0.0%	\$0.00
From Community Shuttle to Exp	\$2.15	\$2.15	0.0%	\$0.00
From Community Shuttle to Exp Plus	\$3.50	\$3.50	0.0%	\$0.00
From Community Shuttle to Community Shuttle	FREE	FREE	N/A	N/A
* indicates Unlimited Rides				

## TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS

[http://www.fta.dot.gov/documents/FTA\\_Title\\_VI\\_FINAL.pdf](http://www.fta.dot.gov/documents/FTA_Title_VI_FINAL.pdf)

### ANALYSIS:

Table 4: CATS Low-Income & Minority by Service Type shows the percentage of CATS customers in each category based on the 2011 customer satisfaction survey along with the corresponding Mecklenburg County percentages based on the US Census Bureau.

Table 4: CATS Low-Income & Minority by Service Type

CATS Customers	Low-Income	Minority
Bus	34%	68%
LYNX	15%	49%
System wide	31%	75%

The percentages do not add up to 100% because of the overlapping relationship they may have within the system wide customer base. For example, a customer may be a minority but not at the low-income level. Or a customer may be a minority and also categorized as low-income. Two scenarios that may affect these figures are:

- the sample sizes are small when broken out of the system wide population, however proportionate, and therefore increasing the margin of error.
- 20% of LYNX riders also ride the bus and thus leaves the possibility of their data contributing to the bus data as well.

From a global perspective, with 75% of CATS customer being minority and 31% being low-income, there is an inherent over-representation influencing the impacts of any fare increase or change in pass / discount structures. CATS will continue to exercise steps to mitigate the impact due to over representation as outlined in the [CONCLUSION and MITIGATION EFFORTS](#).

### **Analysis by Service by Fare Type:**

#### **Bus Services:**

#### **Ten Cent and Five cent Fare increases and Price / Discount changes:**

All analysisTable 5: Analysis for Bus by Cash and Pass Type Ten Cent Fare Increase uses the 2011 CATS Customer Satisfaction Survey data to illustrate the current and proposed price and percentage increase for the most commonly used fare types on the bus system. In Table 5: Analysis for Bus by Cash and Pass Type Ten Cent Fare Increase the last three columns show the percentage of fare type usage by low-income, minority and system wide. Customer surveys of pass usage indicate that 20% of low-income passengers pay with full fare cash which represents 19% of CATS total customers. Also, 52.9% of minorities pay with full fare cash representing 36% of CATS total customers. Table 5 shows the effects of a .10 cents increase in the base fare across media types along with changing the pricing of the

number of rides in a weekly from 10 to 14 while maintaining the unlimited ride feature and changes to the Employer sales volume discount structure from 20% to 10%.

Table 6 shows the effect of a .05 cent increase in the base fare across media types along with changing the pricing of the number of rides in a weekly from 10 to 14 while maintaining the unlimited ride feature, changes to the Employer sales volume discount structure from 20% to 10% and elimination of pass wide 15% discount for 10-ride passes. In each of the proposed fare increase / discount changes options the percentage of low-income and minority customers riding bus services using cash (20%), weekly (7%), or 10-ride passes (2%) is significantly below the percentage of low-income (31%) and minorities (75%) riders using the bus service and as such indicates no disparate impact nor a disproportionate burden on Low-Income or Minorities.

**Table 5: Analysis for Bus by Cash and Pass Type Ten Cent Fare Increase**

% of Total for Bus	Cost		Change		Usage by Group per Month		
BUS Fare Type	Existing	Proposed	Absolute	%	Low-Income	Minority	System wide
Full Fare Cash	\$2.20	\$2.30	\$0.10	4.5%	20%	36%	50%
Reduced Fare Cash	\$1.10	\$1.15	\$0.05	4.5%	2%	2%	3%
Roundtrip Pass	\$4.40	\$4.60	\$0.20	4.5%	0%	1%	2%
One Day Pass	\$6.60	\$6.90	\$0.30	4.5%	0%	1%	1%
Weekly Pass	\$22.00	\$32.20	\$10.20	46.4%	7%	14%	19%
10-Ride Local	\$18.70	\$23.00	\$4.30	23.0%	2%	6%	9%
10-Ride Express	\$25.75	\$31.50	\$5.75	22.3%	0%	0%	2%
10-Ride Express Plus	\$37.40	\$46.00	\$8.60	23.0%	0%	0%	1%
Monthly Local	\$88.00	\$92.00	\$4.00	4.5%	2%	5%	8%
Monthly Express	\$121.00	\$126.00	\$5.00	4.1%	0%	2%	3%
Monthly Express Plus	\$176.00	\$184.00	\$8.00	4.5%	0%	0%	1%
Other					0%	1%	1%

Other fare types: Sr. / ADA pass, transfer

**Table 6: Analysis for Bus by Cash and Pass Type Five Cent Fare Increase**

% of Total for Bus	Cost		Change		Usage by Group per Month		
BUS Fare Type	Existing	Proposed	Absolute	%	Low-Income	Minority	System wide
Full Fare Cash	\$2.20	\$2.25	\$0.05	2.3%	20%	36%	50%
Reduced Fare Cash	\$1.10	\$1.15	\$0.05	4.5%	2%	2%	3%
Roundtrip Pass	\$4.40	\$4.50	\$0.10	2.3%	0%	1%	2%
One Day Pass	\$6.60	\$6.75	\$0.15	2.3%	0%	1%	1%
Weekly Pass	\$22.00	\$31.50	\$9.50	43.2%	7%	14%	19%
10-Ride Local	\$18.70	\$22.50	\$3.80	20.3%	2%	6%	9%
10-Ride Express	\$25.75	\$31.00	\$5.25	20.4%	0%	0%	2%
10-Ride Express Plus	\$37.40	\$45.00	\$7.60	20.3%	0%	0%	1%
Monthly Local	\$88.00	\$90.00	\$2.00	2.3%	2%	5%	8%
Monthly Express	\$121.00	\$124.00	\$3.00	2.5%	0%	2%	3%
Monthly Express Plus	\$176.00	\$184.00	\$8.00	4.5%	0%	0%	1%
Other					0%	1%	1%

Other fare types: Sr. / ADA pass, transfer

Table 7: Analysis .10 and .05 cent for Bus by Cash and Pass Type within Groups takes the analysis one step further and shows the percentage of usage by each category (Low-Income Full Fare Cash divided by Total Low-Income riders and the same method used for Minorities) within those respective groups. When reviewed through this deeper analysis, there is a disproportionate burden on Low-Income using the Full Fare Cash at 60% vs the threshold of Low-Income riders of 31% regardless of the amount of the fare increase. Although the Full Fare Cash for Minorities is at 54% it is significantly below the threshold of 75% for the system and does not represent a disparate or disproportionate burden on the market segment.

**Table 7: Analysis .10 and .05 cent for Bus by Cash and Pass Type within Groups**

% of Total for Bus	Cost		Change		Usage by Group per Month		
BUS Fare Type	Existing	Proposed	Absolute	%	Low-Income	Minority	System wide
Full Fare Cash	\$2.20	\$2.30	\$0.10	4.5%	60%	54%	51%
Reduced Fare Cash	\$1.10	\$1.15	\$0.05	4.5%	7%	3%	3%
Roundtrip Pass	\$4.40	\$4.60	\$0.20	4.5%	0%	2%	2%
Weekly Pass	\$22.00	\$32.20	\$10.20	46.4%	20%	21%	19%
10-Ride Local	\$18.70	\$23.00	\$4.30	23.0%	7%	9%	9%
10-Ride Express	\$25.75	\$31.50	\$5.75	22.3%	0%	0%	2%
10-Ride Express Plus	\$37.40	\$46.00	\$8.60	23.0%	0%	0%	1%
Monthly Local	\$88.00	\$92.00	\$4.00	4.5%	5%	7%	8%
Monthly Express	\$121.00	\$126.00	\$5.00	4.1%	0%	3%	3%
Monthly Express Plus	\$176.00	\$184.00	\$8.00	4.5%	0%	0%	1%
Other					1%	1%	1%
Other fare types: Sr. / ADA pass, transfer							

Table 8 Actual Counts for Bus Analysis is the amount of riders for bus services used to conduct the analysis for all fare options for bus riders.

**Table 8 Actual Counts for Bus Analysis**

Count for Bus	Cost		Change		Usage by Group		
BUS Fare Type	Existing	Proposed	Absolute	%	Low-Income	Minority	System wide
Full Fare Cash	\$2.20	\$2.20	\$0.00	0.0%	280,678	520,377	720,796
Reduced Fare Cash	\$1.10	\$1.10	\$0.00	0.0%	33,301	25,332	43,248
Roundtrip Pass	\$4.20	\$4.20	\$0.00	0.0%	-	17,156.06	28,832
Weekly Pass	\$22.55	\$22.55	\$0.00	0.0%	95,145	200,060	273,902
10-Ride Local	\$18.70	\$18.70	\$0.00	0.0%	34,728	91,121	129,743
10-Ride Express	\$25.75	\$25.75	\$0.00	0.0%	1,427	3,757	28,832
10-Ride Express Plus	\$37.40	\$37.40	\$0.00	0.0%	-	3,332	14,416
Monthly Local	\$88.00	\$88.00	\$0.00	0.0%	24,738	70,893	115,327
Monthly Express	\$121.00	\$121.00	\$0.00	0.0%	-	26,207	43,248
Monthly Express Plus	\$176.00	\$176.00	\$0.00	0.0%	-	1,961	14,416
Other					4,757	8,224	14,416
<b>TOTAL</b>					<b>474,774</b>	<b>968,420</b>	<b>1,427,176</b>
Other fare types: Sr /ADA Pass, transfer							

Table 9 takes a further analysis in determining what percentage of a .05 cent fare increase will Low-Income and Minorities shoulder vs. the remaining ridership. From this analysis Low-Income riders would shoulder a 46.4% while non-Low-Income riders would shoulder 53.6% representing a 7.2% difference.

Minorities would shoulder a 49.5% vs a 50.5% for Non-Minority riders for a difference of 1.0%. From this analysis it appears that for Low Income riders a disproportionate burden occurs and they are disproportionately burden with a fare increase. Minorities, with a 1% difference, represent no disparate impact.

**Table 9: Burden of .05 Cent Fare Increase of Low-Income & Minorities vs. Non-Low-Income & Non-Minority Ridership**

Count for Bus	Cost		Change		Usage by Group			Avg Fare Change by Pass Type by Group		
BUS Fare Type	Existing	Proposed	Absolute	%	Low-Income	Minority	System wide	Low- Income	Minority	System wide
Full Fare Cash	\$2.20	\$2.25	\$0.05	2.3%	288,318	520,377	720,796	\$ 14,034	\$ 26,019	\$ 36,040
Reduced Fare Cash	\$1.10	\$1.15	\$0.05	4.5%	33,301	25,332	43,248	\$ 1,665	\$ 1,267	\$ 2,162
Roundtrip Pass	\$4.20	\$4.50	\$0.30	7.1%	-	17,156.06	28,832	\$ -	\$ 5,147	\$ 8,650
Weekly Pass	\$22.55	\$31.50	\$8.95	39.7%	95,145	200,060	273,902	\$ 851,548	\$ 1,790,533	\$ 2,451,427
10-Ride Local	\$18.70	\$22.50	\$3.80	20.3%	34,728	91,121	129,743	\$ 131,966	\$ 346,259	\$ 493,024
10-Ride Express	\$25.75	\$31.00	\$5.25	20.4%	1,427	3,757	28,832	\$ 7,493	\$ 19,726	\$ 151,367
10-Ride Express Plus	\$37.40	\$45.00	\$7.60	20.3%	-	3,332	14,416	\$ -	\$ 25,323	\$ 109,561
Monthly Local	\$88.00	\$90.00	\$2.00	2.3%	24,738	70,893	115,327	\$ 49,475	\$ 141,786	\$ 230,655
Monthly Express	\$121.00	\$124.00	\$3.00	2.5%	-	26,207	43,248	\$ -	\$ 78,620	\$ 129,743
Monthly Express Plus	\$176.00	\$180.00	\$4.00	2.3%	-	1,961	14,416	\$ -	\$ 7,845	\$ 57,664
Other					4,757	8,224	14,416	\$ -	\$ -	\$ -
<b>TOTAL</b>					<b>482,414</b>	<b>968,420</b>	<b>1,427,176</b>	<b>\$ 1,056,182</b>	<b>\$2,442,525</b>	<b>\$ 3,670,293</b>
Other fare types: Sr./ADA Pass, transfer							Average	\$ 2.22	\$ 2.52	\$ 2.57
								Percent Increase Low-Income vs. Non-Low-Income Ridership	Percent Increase Minority vs. Non-Minority Ridership	Fare Increases Burden by Low-Income / Minority vs Non-Low-Income and Non-Minority Ridership
								46.4%	49.5%	7.2%
								53.6%	50.5%	1.0%

Table 10 takes a further analysis in determining what percentage of a .10 cent fare increase will Low-Income and Minorities shoulder vs. the remaining ridership. From this analysis Low-Income riders would shoulder a 45.3% while non-Low-Income riders would shoulder 54.7% representing a 9.4% difference. Minorities would shoulder an 49.1% vs a 50.9% for Non-Minority riders for a difference of 1.7%. From this analysis it appears that for Low Income riders a greater disproportionate burden occurs vs. the five cent increase and they are disproportionately burden with a fare increase. Minorities, with at 1.7% difference, represents no disparate impact.

**Table 10: Burden of .10 cent Fare Increase on Low-Income & Minorities vs. Non-Low-Income & Non-Minorities**

Count for Bus	Cost		Change		Usage by Group			Usage by Group			Avg Fare Change by Pass Type by Group		
BUS Fare Type	Existing	Proposed	Absolute	%	Low- Income	Minority	System wide	Low-Income	Minority	System wide	Low- Income	Minority	System wide
Full Fare Cash	\$2.20	\$2.30	\$0.10	4.5%	280,678	520,377	720,796	288,318	520,377	720,796	\$ 28,068	\$ 52,038	\$ 72,080
Reduced Fare Cash	\$1.10	\$1.15	\$0.05	4.5%	33,301	25,332	43,248	33,301	25,332	43,248	\$ 1,665	\$ 1,267	\$ 2,162
Roundtrip Pass	\$4.20	\$4.60	\$0.40	9.5%	-	17,156	28,832	-	17,156.06	28,832	\$ -	\$ 6,862	\$ 11,533
Weekly Pass	\$22.55	\$32.20	\$9.65	42.8%	95,145	200,060	273,902	95,145	200,060	273,902	\$ 918,150	\$ 1,930,574	\$ 2,643,159
10-Ride Local	\$18.70	\$23.00	\$4.30	23.0%	34,728	91,121	129,743	34,728	91,121	129,743	\$ 149,330	\$ 391,820	\$ 557,896
10-Ride Express	\$25.75	\$31.50	\$5.75	22.3%	1,427	3,757	28,832	1,427	3,757	28,832	\$ 8,206	\$ 21,605	\$ 165,763
10-Ride Express Plus	\$37.40	\$46.00	\$8.60	23.0%	-	3,332	14,416	-	3,332	14,416	\$ -	\$ 28,655	\$ 123,977
Monthly Local	\$88.00	\$92.00	\$4.00	4.5%	24,738	70,893	115,327	24,738	70,893	115,327	\$ 98,951	\$ 283,571	\$ 461,309
Monthly Express	\$121.00	\$126.00	\$5.00	4.1%	-	26,207	43,248	-	26,207	43,248	\$ -	\$ 131,034	\$ 216,239
Monthly Express Plus	\$176.00	\$184.00	\$8.00	4.5%	-	1,961	14,416	-	1,961	14,416	\$ -	\$ 15,691	\$ 115,327
Other					4,757	8,224	14,416	4,757	8,224	14,416	\$ -	\$ -	\$ -
<b>TOTAL</b>					<b>474,774</b>	<b>968,420</b>	<b>1,427,176</b>	<b>482,414</b>	<b>968,420</b>	<b>1,427,176</b>	<b>\$ 1,204,370</b>	<b>\$2,863,116</b>	<b>\$ 4,369,465</b>
Other fare types: Sr./ADA Pass, transfer											\$ 2.54	\$ 2.96	\$ 3.06
											Percent Increase Low-Income vs. Non-Low-Income Ridership	Percent Increase Minority vs. Non-Minority Ridership	Fare Increases Burden by Low-Income / Minority vs Non-Low-Income and Non-Minority Ridership
											45.3%	49.1%	9.4%
											54.7%	50.9%	1.7%

Table 11 takes a further analysis in determining what percentage with no fare increase but changes to pass pricing structure and elimination of sales discount will Low-Income and Minorities shoulder vs. the remaining ridership. From this analysis Low-Income riders would shoulder a 48.7% while non-Low-Income riders would shoulder 51.3% representing a 2.6% difference. Minorities would shoulder a 50.3% vs a 49.7% for Non-Minority riders for an absolute difference of 0.5%. From this analysis it appears that there is an inherent disproportionate representation by Low-Income riders.

**Table 11: Burden of No Fare Increase with Discount Changes on Low-Income & Minorities vs. Non-Low-Income & Non-Minorities**

Count for Bus	Cost		Change		Usage by Group			Usage by Group			Avg Fare Change by Pass Type by Group		
BUS Fare Type	Existing	Proposed	Absolute	%	Low- Income	Minority	System wide	Low- Income	Minority	System wide	Low- Income	Minority	System wide
Full Fare Cash	\$2.20	\$2.20	\$0.00	0.0%	280,678	520,377	720,796	288,318	520,377	720,796	\$ -	\$ -	\$ -
Reduced Fare Cash	\$1.10	\$1.10	\$0.00	0.0%	33,301	25,332	43,248	33,301	25,332	43,248	\$ -	\$ -	\$ -
Roundtrip Pass	\$4.20	\$4.40	\$0.20	4.8%	-	17,156	28,832	-	17,156.06	28,832	\$ -	\$ 3,431	\$ 5,766
Weekly Pass	\$22.55	\$30.80	\$8.25	36.6%	95,145	200,060	273,902	95,145	200,060	273,902	\$ 784,947	\$ 1,650,491	\$ 2,259,695
10-Ride Local	\$18.70	\$22.00	\$3.30	17.6%	34,728	91,121	129,743	34,728	91,121	129,743	\$ 114,602	\$ 300,699	\$ 428,153
10-Ride Express	\$25.75	\$30.00	\$4.25	16.5%	1,427	3,757	28,832	1,427	3,757	28,832	\$ 6,065	\$ 15,989	\$ 122,535
10-Ride Express Plus	\$37.40	\$44.00	\$6.60	17.6%	-	3,332	14,416	-	3,332	14,416	\$ -	\$ 21,991	\$ 95,145
Monthly Local	\$88.00	\$88.00	\$0.00	0.0%	24,738	70,893	115,327	24,738	70,893	115,327	\$ -	\$ -	\$ -
Monthly Express	\$121.00	\$120.00	-\$1.00	-0.8%	-	26,207	43,248	-	26,207	43,248	\$ -	\$ (26,207)	\$ (43,248)
Monthly Express Plus	\$176.00	\$176.00	\$0.00	0.0%	-	1,961	14,416	-	1,961	14,416	\$ -	\$ -	\$ -
Other					4,757	8,224	14,416	4,757	8,224	14,416	\$ -	\$ -	\$ -
<b>TOTAL</b>					<b>474,774</b>	<b>968,420</b>	<b>1,427,176</b>	<b>482,414</b>	<b>968,420</b>	<b>1,427,176</b>	<b>\$ 905,615</b>	<b>\$ 1,966,374</b>	<b>\$ 2,868,047</b>
Other fare types: Sr./ADA Pass, transfer											\$ 1.91	\$ 2.03	\$ 2.01
													Fare Increases Burden by Low-Income / Minority vs Non-Low-Income and Non-Minority Ridership
											Percent Increase Low-Income vs. Non-Low-Income Ridership	Percent Increase Minority vs. Non-Minority Ridership	
											48.7%	50.3%	2.6%
											51.3%	49.7%	-0.5%

### LYNX (Light Rail) Services:

The LYNX system is a proof-of-payment system and as such does not have fareboxes or validators. Ticket vending machines (TVM) are located at each station and issue tickets in several different denominations. In addition, all passes, with the exception of 10-ride denominations, are accepted on the LYNX system.

Table 12: Analysis for Light Rail (LYNX) by Pass Type reflects the usage of payment type by LYNX customers with the last three columns showing the percentage of fare type usage by low-income, minority and system wide categories. The low-income group uses the one-ride the most at five percent (5%) while the minority group uses the weekly pass the most at thirteen percent (13%). Both of these usage rates are significantly below the threshold established for low-Income and minority at 31% and 75%% respectively and reflects no disproportionate burden or disparate impact respectively.

**Table 12: Analysis for Light Rail (LYNX) by Pass Type**

% of Total for LYNX LYNX Fare Type	Cost		Change		Usage by Group per Month		
	Existing	Proposed	Absolute	%	Low-	Minority	System wide
Round Trip Ticket	\$4.40	\$4.60	\$0.20	4.5%	3%	12%	25%
Weekly Pass	\$22.00	\$32.20	\$10.20	46.4%	2%	13%	21%
Monthly Local	\$88.00	\$92.00	\$4.00	4.5%	1%	6%	19%
Monthly Express Plus	\$176.00	\$184.00	\$8.00	4.5%	0%	3%	12%
One Ride Ticket	\$2.20	\$2.30	\$0.10	4.5%	5%	7%	11%
One Day Ticket	\$6.60	\$6.90	\$0.30	4.5%	2%	3%	5%
Monthly Express	\$121.00	\$126.00	\$5.00	4.1%	0%	2%	5%
Other					2%	1%	3%
Other fare types: Sr./ADA, Youth/Student, Reg. Exp, Expand Transfers							

Table 13 takes the analysis one step further and shows the percentage of usage by each category (Low-Income Full Fare Cash divided by Total Low-Income riders and the same method used for Minorities) within those respective groups. When reviewed through this deeper analysis, there is a disproportionate burden on Low-Income using the One-Ride Tickets at 33% vs the threshold of Low-Income riders of 31% regardless of the amount of the fare increase. Although the other pass types for Minorities are in the 15%-27% range, they are significantly below the threshold of 75% for the system and do not represent a disparate impact on the market segment.

**Table 13: Effects of .10 Cent & .05 Cent Fare Increase by Pass Type within Groups**

% of Total for LYNX LYNX Fare Type	Cost		Change		Usage by Group per Month		
	Existing	Proposed	Absolute	%	Low-Income	Minority	System wide
Round Trip Ticket	\$4.40	\$4.60	\$0.20	4.5%	22%	25%	25%
Weekly Pass	\$22.00	\$32.20	\$10.20	46.4%	17%	27%	21%
Monthly Local	\$88.00	\$92.00	\$4.00	4.5%	6%	12%	19%
Monthly Express Plus	\$176.00	\$184.00	\$8.00	4.5%	0%	7%	12%
One Ride Ticket	\$2.20	\$2.30	\$0.10	4.5%	33%	15%	11%
One Day Ticket	\$6.60	\$6.90	\$0.30	4.5%	11%	7%	5%
Monthly Express	\$121.00	\$126.00	\$5.00	4.1%	0%	4%	5%
Other					11%	2%	3%
Other fare types: Sr./ADA, Youth/Student, Reg. Exp, Expand Transfers							

Table 14 is the amount of riders for bus services used to conduct the analysis for all fare options for bus riders.

**Table 14: Actual Ridership Amounts by Low-Income, Minorities and the Remaining Ridership**



Count for LYNX	Cost		Change		Usage by Group per Month		
LYNX Fare Type	Existing	Proposed	Absolute	%	Low-Income	Minority	System wide
Round Trip Ticket	\$4.40	\$4.40	\$0.00	0.0%	12,779	50,587	103,723
Weekly Pass	\$22.55	\$22.55	\$0.00	0.0%	9,874	54,822	87,127
Monthly Local	\$88.00	\$88.00	\$0.00	0.0%	3,485	25,209	78,829
Monthly Express Plus	\$176.00	\$176.00	\$0.00	0.0%	-	14,027	49,787
One Ride Ticket	\$2.20	\$2.20	\$0.00	0.0%	19,168	30,664	45,638
One Day Ticket	\$6.60	\$6.60	\$0.00	0.0%	6,389	14,027	20,745
Monthly Express	\$121.00	\$121.00	\$0.00	0.0%	-	9,081	20,745
Other					6,389	4,899	12,447
<b>TOTAL</b>					<b>58,085</b>	<b>203,316</b>	<b>419,039</b>

Other fare types: Sr./ADA, Youth/Student, Reg. Exp, Expand Transfers

Table 15 takes a further analysis in determining what percentage of a .05 cent fare increase will Low-Income and Minorities shoulder vs. the remaining ridership. From this analysis Low-Income riders would shoulder a 36.9% while non-Low-Income riders would shoulder 63.1% representing a 26.2% difference. Minorities would shoulder a 51.8% vs a 48.2% for Non-Minority riders for a difference of -3.6%. From this analysis it appears that for Low Income riders a disproportionate burden occurs with a fare increase and Minorities with an absolute difference of 3.6% represents no disparate impact.

**Table 15: Burden of .05 Cent Fare Increase on Low-Income & Minorities vs. Remaining Ridership**

Count for LYNX	Cost		Change		Usage by Group per Month			by Group per Month		
LYNX Fare Type	Existing	Proposed	Absolute	%	Low-Income	Minority	System wide	Low-Income	Minority	System wide
Round Trip Ticket	\$4.40	\$4.50	\$0.10	2.3%	12,779	50,587	103,723	\$ 1,278	\$ 5,059	\$ 10,372
Weekly Pass	\$22.55	\$31.50	\$8.95	39.7%	9,874	54,822	87,127	\$ 88,376	\$ 490,659	\$ 779,786
Monthly Local	\$88.00	\$90.00	\$2.00	2.3%	3,485	25,209	78,829	\$ 6,970	\$ 50,417	\$ 157,658
Monthly Express Plus	\$176.00	\$180.00	\$4.00	2.3%	-	14,027	49,787	\$ -	\$ 56,110	\$ 199,147
One Ride Ticket	\$2.20	\$2.25	\$0.05	2.3%	19,168	30,664	45,638	\$ 958	\$ 1,533	\$ 2,282
One Day Ticket	\$6.60	\$6.75	\$0.15	2.3%	6,389	14,027	20,745	\$ 958	\$ 2,104	\$ 3,112
Monthly Express	\$121.00	\$124.00	\$3.00	2.5%	-	9,081	20,745	\$ -	\$ 27,242	\$ 62,234
Other					6,389	4,899	12,447	\$ -	\$ -	\$ -
<b>TOTAL</b>					<b>58,085</b>	<b>203,316</b>	<b>419,039</b>	<b>\$ 98,541</b>	<b>\$ 633,124</b>	<b>\$ 1,214,590</b>
Other fare types: Sr./ADA, Youth/Student, Reg. Exp, Expand Transfers								\$ 1.70	\$ 3.11	\$ 2.90
								<b>Percent Increase Low-Income vs. Non-Low-Income Ridership</b>	<b>Percent Increase Minority vs. Non-Minority Ridership</b>	<b>Fare Increases Burden by Low-Income / Minority vs Non-Low-Income and Non-Minority Ridership</b>
								36.9%	51.8%	26.2%
								63.1%	48.2%	-3.6%

Table 16 takes a further analysis in determining what percentage of a .10 cent fare increase will Low-Income and Minorities shoulder vs. the remaining ridership. From this analysis Low-Income riders would shoulder a 33.1% while non-Low-Income riders would shoulder 66.9% representing a 33.9% difference. Minorities would shoulder an 49.5% vs a 50.5% for Non-Minority riders for a difference of 0.9%. From this analysis it appears that for Low Income riders a greater disproportionate burden occurs vs. the five cent fare increase. Minorities, with at 0.9% difference, represents no disparate impact.

**Table 16: Burden of .10 Cent Fare Increase on Low-Income & Minorities vs. Remaining Ridership**



Count for LYNX	Cost		Change		Usage by Group per Month			Usage by Group per Month			Avg Fare Change by Pass Type by Group		
LYNX Fare Type	Existing	Proposed	Absolute	%	Low- Income	Minority	System wide	Low- Income	Minority	System wide	Low- Income	Minority	System wide
Round Trip Ticket	\$4.40	\$4.60	\$0.20	4.5%	12,779	50,587	103,723	12,779	50,587	103,723	\$ 2,556	\$ 10,117	\$ 20,745
Weekly Pass	\$22.55	\$32.20	\$9.65	42.8%	9,874	54,822	87,127	9,874	54,822	87,127	\$ 95,288	\$ 529,034	\$ 840,775
Monthly Local	\$88.00	\$92.00	\$4.00	4.5%	3,485	25,209	78,829	3,485	25,209	78,829	\$ 13,940	\$ 100,835	\$ 315,316
Monthly Express Plus	\$176.00	\$184.00	\$8.00	4.5%	-	14,027	49,787	-	14,027	49,787	\$ -	\$ 112,219	\$ 398,294
One Ride Ticket	\$2.20	\$2.30	\$0.10	4.5%	19,168	30,664	45,638	19,168	30,664	45,638	\$ 1,917	\$ 3,066	\$ 4,564
One Day Ticket	\$6.60	\$6.90	\$0.30	4.5%	6,389	14,027	20,745	6,389	14,027	20,745	\$ 1,917	\$ 4,208	\$ 6,223
Monthly Express	\$121.00	\$126.00	\$5.00	4.1%	-	9,081	20,745	-	9,081	20,745	\$ -	\$ 45,403	\$ 103,723
Other					6,389	4,899	12,447	6,389	4,899	12,447	\$ -	\$ -	\$ -
<b>TOTAL</b>					<b>58,085</b>	<b>203,316</b>	<b>419,039</b>	<b>58,085</b>	<b>203,316</b>	<b>419,039</b>	<b>\$ 115,617</b>	<b>\$ 804,883</b>	<b>\$ 1,689,640</b>
Other fare types: Sr./ADA, Youth/Student, Reg. Exp, Expand Transfers											\$ 1.99	\$ 3.96	\$ 4.03
											33.1%	49.5%	33.9%
											66.9%	50.5%	0.9%

Table 17 takes a further analysis in determining what percentage with no fare increase but changes to pass pricing structure and elimination of sales discount will Low-Income and Minorities shoulder vs. the remaining ridership. From this analysis Low-Income riders would shoulder a 45% while non-Low-Income riders would shoulder 55% representing a 10% difference. Minorities would shoulder a 56.5% vs a 43.5% for Non-Minority riders for a difference of -12.9%. From this analysis it appears that there is a disproportionate burden on Low-Income and though not disparate under the systems standard a greater burden upon Minority riders exists than Non-Minority riders in regards to the weekly pass only.

**Table 17: Burden of No Fare Increase But Pass & Discounts Changes on Low-Income & Minorities vs. Remaining Ridership**

Count for LYNX	Cost		Change		Usage by Group per Month			Usage by Group per Month			Usage by Group per Month		
LYNX Fare Type	Existing	Proposed	Absolute	%	Low- Income	Minority	System wide	Low- Income	Minority	System wide	Low- Income	Minority	System wide
Round Trip Ticket	\$4.40	\$4.40	\$0.00	0.0%	12,779	50,587	103,723	12,779	50,587	103,723	\$ -	\$ -	\$ -
Weekly Pass	\$22.55	\$30.80	\$8.25	36.6%	9,874	54,822	87,127	9,874	54,822	87,127	\$ 81,464	\$ 452,283	\$ 718,797
Monthly Local	\$88.00	\$88.00	\$0.00	0.0%	3,485	25,209	78,829	3,485	25,209	78,829	\$ -	\$ -	\$ -
Monthly Express Plus	\$176.00	\$176.00	\$0.00	0.0%	-	14,027	49,787	-	14,027	49,787	\$ -	\$ -	\$ -
One Ride Ticket	\$2.20	\$2.20	\$0.00	0.0%	19,168	30,664	45,638	19,168	30,664	45,638	\$ -	\$ -	\$ -
One Day Ticket	\$6.60	\$6.60	\$0.00	0.0%	6,389	14,027	20,745	6,389	14,027	20,745	\$ -	\$ -	\$ -
Monthly Express	\$121.00	\$121.00	\$0.00	0.0%	-	9,081	20,745	-	9,081	20,745	\$ -	\$ -	\$ -
Other					6,389	4,899	12,447	6,389	4,899	12,447	\$ -	\$ -	\$ -
<b>TOTAL</b>					<b>58,085</b>	<b>203,316</b>	<b>419,039</b>	<b>58,085</b>	<b>203,316</b>	<b>419,039</b>	<b>\$ 81,464</b>	<b>\$ 452,283</b>	<b>\$ 718,797</b>
Other fare types: Sr./ADA, Youth/Student, Reg. Exp, Expand Transfers											\$ 1.40	\$ 2.22	\$ 1.72
											Percent Increase Low-Income vs. Non-Low-Income Ridership	Percent Increase Minority vs. Non-Minority Ridership	Fare Increases Burden by Low-Income / Minority vs Non-Low-Income and Non-Minority Ridership
											45.0%	56.5%	10.0%
											55.0%	43.5%	-12.9%

## Transit Dependent Customer info

	Usage by Group per Month		
	Low-Income	Minority	System wide
<b>No Valid Driver's License</b>	69%	53%	47%

## PUBLIC INPUT

As prescribed by CATS fare policy, the public is notified of a proposed fare increase and given the opportunity to provide input in several forms including a public hearing before CATS policy board, the MTC. The public is required to receive notification at least 30 days prior to the public hearing of the proposed fare increase and at least 90 days before any proposed fare increases are to take effect.

Excerpt from the policy:

*Proposed fare increases will be published for public review and comment no less than 90 days before the proposed changes are to take place. A public hearing/meeting will be held to hear and consider comments no less than 30 days after the published notice. The public hearing for fare increases shall follow the MTC Rules of Procedures section 7(b) "Procedures for Public Hearings."*

*A summary of the comments and effects of changes in regard to energy conservation, economy, environmental and social impacts will be provided to the Transit Services Advisory Committee and the Metropolitan Transit Commission. Notice of the final changes will be posted on CATS revenue operated vehicles, through other communication avenues, at the Charlotte Transportation Center, and at other CATS transit centers and stations.*

On February 12, 2016 CATS initiated communications to riders and the public regarding the proposed fare increase scheduled to occur on July 1, 2016 along with the opportunity to speak at a public hearing before the Metropolitan Transit Commission (MTC) scheduled for March 23, 2016. In addition, customers may submit their comments in writing via mail, e-mail or contacting CATS call center and the comments will be provided to the MTC at least two weeks prior to voting on the proposed fare increase. The advance notification for the public hearing and proposed enactment of the proposed fare increase as required by CATS policies were met.

CATS used several communications medium to inform the customers and public including:

1. Rider alerts:
  - a. Display printer material on revenue vehicles in English and Spanish with options for other translations upon request.
  - b. Electronic through e-subscriptions
2. Website with option for on-line translation of information via Google Translate to most any language.
3. Press Releases
4. Newspaper ads

In addition to these communications, CATS will present the proposed fare increase options to the Transit Service Advisory Committee (TSAC) at their regularly scheduled meeting on March 17, 2016. TSAC is scheduled to vote on the proposed fare increase at their April 2016 meeting.

## **FINANCIAL ANALYSIS**

Since the last fare increase in FY2015, CATS has taken efforts to increase other revenue sources. An ancillary advertising revenue program was started in FY2011 which sells ads on the CATS revenue fleet. This source of revenue is projected to generate \$1,400,000 in FY16 but other revenue sources have experienced decreases. The NC State Maintenance Assistance Program experienced a 9% reduction over the past several years offsetting increases in advertising revenue. In addition, lower interest rates

on investments have reduced interest income. Operating expenses related to multi-year unionized labor negotiated wage increases and normal vendor price escalation is projected to exceed total operating revenue by \$2.8 million.

FY2017 Projected Revenue Gap	
<b>FY2017 Projected Operating Expenses</b>	\$123,200,000
<b>FY2017 Projected Unrestricted Operating Revenue (W/O Fare Increase)</b>	\$118,400,000
<b>Revenue GAP</b>	(\$2,800,000)

### ALTERNATIVES:

The reduction of services would have a negative impact on all riders with minority and low-income customers having the more significant impact due to reduction in frequency, elimination of some service areas and/or routes.

<b>FY2017 Base Fare Increase</b>	<b>Anticipated Revenue (Millions)</b>	<b>Required Reduction of Current Service Level</b>
No increase	-0-	31,049 hours
.10 cents	\$1.3	16,633 hours
.20 cents	\$2.2	6,653 hours
.25 cents	\$2.8	0 hours

### Previous Mitigation Efforts:

After the FY2015 fare increase, CATS initiated efforts to mitigate the fare increase to low-income and minority cash customers, the most affected group, through marketing and education efforts. These efforts focused on transitioning to the weekly pass which was priced at 10 rides for 7 days along with an unlimited rides feature. This pass provided the greatest opportunity for cash customers to experience a lower cost per ride through the lower pricing and the unlimited rides feature.

This program included transportation fairs and marketing materials distributed inside vehicles, on the outside of buses, at bus shelters, train stations and through literature and electronic communications (website, emails and social media). See enclosed graphic pictures of ads used.



**Ride More. PAY LESS.**

Everyone is looking to save money these days and CATS is here to help. With a weekly pass, you have unlimited rides throughout the entire week. **The more you ride, the less you pay.**

10 RIDES	12 RIDES	14 RIDES	16 RIDES
\$2.00 per ride	\$1.66 per ride	\$1.42 per ride	\$1.25 per ride

CATS weekly passes are valid Sunday - Saturday and permit unlimited rides during the week. Make sure to CATS and 702 area. And, not to forget to use 702.

**CATS**  
Clark County Area Transit



**Ride More. PAY LESS.**

Everyone is looking to save money these days and CATS is here to help. With a weekly pass, you have unlimited rides throughout the entire week. **The more you ride, the less you pay.**

10 RIDES	12 RIDES	14 RIDES	16 RIDES
\$2.00 per ride	\$1.66 per ride	\$1.42 per ride	\$1.25 per ride

CATS weekly passes are valid Sunday - Saturday and permit unlimited rides during the week. Make sure to CATS and 702 area. And, not to forget to use 702.

**CATS**  
Clark County Area Transit



**Weekly**

**Ride More. PAY LESS.**

10 RIDES	12 RIDES	14 RIDES
\$2.00 per ride	\$1.66 per ride	\$1.42 per ride

**Get a weekly pass.**

**CATS**  
Clark County Area Transit

## Hanging Alert

YOUR RIDE IS HERE

**Ride More.  
PAY LESS.**



Everyone is looking to save money these days and CATS is here to help. With a weekly pass, you have unlimited rides throughout the entire week. **The more you ride, the less you pay.**

10 RIDES \$2.00 per ride	12 RIDES \$1.66 per ride
14 RIDES \$1.42 per ride	16 RIDES \$1.25 per ride

CATS weekly passes are valid for bus, subway and private railroads only during the week. Pass valid on CATS and LIRR services. Pass one up today for only \$25.

**CATS**  
704-336-RIDE (7433)  
WWW.RIDETRANSIT.ORG

YOUR RIDE IS HERE

**Realice más viajes.  
Pague menos.**



Todos quieren ahorrar dinero en la actualidad y CATS está para ayudarlo. Con un pase semanal, usted tendrá viajes ilimitados durante toda la semana. **Cuantos más viajes realice, pagará menos.**

10 VIAJES \$2.00 por viaje	12 VIAJES \$1.66 por viaje
14 VIAJES \$1.42 por viaje	16 VIAJES \$1.25 por viaje

Los pases semanales de CATS son válidos de domingos a sábados y ofrecen viajes ilimitados durante la semana. Paso válido en los servicios de CATS y LIRR. Compra uno hoy por solo \$25.

**CATS**  
704-336-RIDE (7433)  
WWW.RIDETRANSIT.ORG

## CONCLUSION and MITIGATION EFFORTS:

With 75% of CATS riders being minority and 31% classified as low-income, there is an inherent overrepresentation of minority and low-income rider customers, which will have an unbalanced impact even though when a fare increase is applied evenly across all fare types, services and customers. Further analysis of pass usage by pass type and service type indicates there are disparate impact and disproportionate burden to minority and low-income customers with the .05 cent and .10 cent fare increase pass price changes and discount reductions across several pass types. The third option of no fare increase but including the weekly pass price change and reduction or elimination of sales discounts to employers and on the 10-Ride passes has only an impact on the weekly pass only on the LYNX light rail system.

Regardless of the revenue increase option chosen by the MTC and to mitigate the inherent disparate impact identified at a global level, CATS will implement the following efforts toward low-income and minority customers.

- Expand communication for day passes and increase distribution of day passes. Day passes have unlimited ride feature and are priced at 3 rides. This provides for a more economical alternative because it requires less upfront cash than a weekly but still provides for unlimited rides.

➡ Since the last fare increase, there was no change in the average usage of the Day pass which remains at 3.0. Pass sale quantities are up 36.1% and pass sale dollars have increased 44.3%.

- Continue to promote weekly and monthly passes which have the unlimited ride feature allowing for lower price per ride based on customer usage.
  - Since the last fare increase, Weekly passes have increased in average usage from 14.1 to 14.3 per week. Pass sale quantities are down -11.4% and pass sale dollars down -1.3%.

Pass Type	Fiscal Year	Average Usage/Pass	% Change
Express Monthly	2014	28.1	
	2015	28.0	0%
Express Plus Monthly	2014	25.4	
	2015	25.6	1%
Local Monthly	2014	58.1	
	2015	56.8	-2%
ADA Senior Monthly Express	2014	39.4	
	2015	36.5	-7%
ADA Senior Monthly Local	2014	73.5	
	2015	73.2	0%
ADA Senior Monthly Plus	2014	31.5	
	2015	30.5	-3%
STS Monthly	2014	24.1	

	2015	24.8	3%
One Day Pass	2014	3.0	
	2015	3.0	0%
Weekly	2014	14.1	
	2015	14.3	1%

○ Volume discounts

Overall, CATS pass sales in FY15 included 694,992 passes sold and \$12,012,591 in revenue. Customers can find information about organizations offer discounts on CATS website ([www.ridetransit.org](http://www.ridetransit.org)).

- Up to 10% off for businesses / organizations participating in the Employee Transportation Coordinator program. In FY15, over 85 employers sold 116,786 passes generating \$4,732,444 in sales.
- Up to 25% for non-profits where 80% of their clients at or below the poverty level. In FY15, 149 low income public assistance organizations sold 299,140 passes.

Discount	Pass Quantity Sold	Total Sales
25%	304,942	\$2,711,630

Staff will continue to market the Non-Profit section of the discount sales program to increase awareness. These efforts are meant to communicate to low-income citizens using or desiring to use public transit of the opportunity to obtain passes from Non-Profits in the program for free or for a reduced price. In addition, these efforts seek to recruit other Non-Profit organizations that meet the criteria to receive discounted passes for low-income citizens riding public transit. A target notification campaign to local Non-Profits and social services agencies will occur. CATS website will enhance the existing listing of Non-Profit organizations participating in the program to include their contact information and links to their website. This will better aid citizens and CATS Customer Service Representatives to have access to more detailed information on the Non-Profits participating in the program.

These efforts will be executed through marketing and communication initiatives to educate customers about the benefits of the day, weekly and monthly passes, reaching out to specific market segments of low-income and minority customers. Ads will be placed in the following areas:

1. Hanging riders alert on all buses and trains.
2. On interior ad cards inside all buses and trains (rider's report)
3. In shelters in the transit center and uptown shelters where 80% of the our customer transfer
4. Exterior ads on the front of buses

5. CATS Web page ad,
6. Transportation fairs
7. Poster ads adjacent to CATS main pass sales outlet at the transit center.



## Appendix A: MTC Fare Policy

Subject/Title: **Fare Policy**

Policy Number: **MTC-02**

Approved by: Metropolitan Transit Commission  
Responsible Division: CATS Operations

Date Approved: August 26, 2015  
Page Number: 25 of 33

### 1.0 Purpose

This fare policy is intended to describe the CATS fare structure in relation to different types of transit services and fare media offered. Fare Policy issues affect all aspects of public transportation and fare-related decisions have enormous effects on ridership, revenue, the amount of service that can be offered, and community perceptions of public transportation.

A modest increase in fare levels is recommended every two years to ensure that fare revenues keep pace with inflation and reflect a fair-share contribution by riders to the costs of operating a transit system.

The fare policy elements presented herein provide guidance for fare-related decisions in the context of fulfilling the mission of the transit system, protecting the public interest, and supporting the Financial Policies adopted by the MTC.

### 2.0 Objectives

- Encourage ridership by pricing transit affordably for all segments of Mecklenburg County's population, particularly those whose mobility options are limited.
- Establish a fare structure that is simple and readily understandable by current and potential riders.
- Provide fare media that maximizes the convenience of paying fares.

- Price different types and levels of service equitably.
- Meet the Financial Policies' mandated minimum operating ratio of 20 percent, with the long-range objective of having operating revenue cover an increasing proportion of the operating program expense.

### 3.0 Elements

- Base Fare

The base cash fare for local bus service shall be at a level that is reasonably affordable for riders and that represent a fair share of the costs of operating transit services. Limited-stop services that principally cover the same geographic territory shall also charge the base local fares.

- Express Bus Fare

Express bus service shall be offered at a premium fare, in recognition of the greater travel speeds, longer average trip lengths, and additional passenger amenities offered by such service. The express bus fare for routes within Mecklenburg County shall be maintained at approximately 40 percent greater than the base cash fare rounded to the nearest logical dollars and cents. Express customers may transfer to local service at no additional charge.

- Regional Express Bus Fare

Regional express bus service for routes that extend beyond Mecklenburg County shall be maintained at a level twice the base cash fare, in recognition of much longer average trip lengths and the fact that the dedicated sales tax is not levied outside of the County. Regional express bus customers may transfer to local or other express service at no additional charge.

The adopted CATS Financial Policies require reimbursements from governmental units outside Mecklenburg County for service delivery into those areas.

- Reverse Commute Fares

CATS shall charge the base local fare for reverse-commute express service to utilize available capacity with no significant additional operating cost and to serve the wider societal goal of offering an opportunity to access suburban jobs at a reasonable cost. Until noon, customers traveling outbound on express and regional express buses will be charged the local base cash fare. After noon, customers traveling inbound on express and regional express buses will be charged the local base cash fare. Reverse commute customers may transfer to local service at no additional charge.

- Community Shuttle Fares

A community shuttle service fare shall be lower than the base fare in recognition of the shorter trip lengths on these services and the different roles of these shuttles as feeders to local routes and as a means of mobility at the neighborhood level. When transferring to a local or express shuttle, customers shall be required to pay an additional charge equal to the difference between the shuttle fare and the service to which they are transferring.

- Employment/Activity Center Fares

Where shuttle service operates at employment/activity centers with CATS sharing funding responsibility with business groups, local governments, or other entities, fares shall be set based on mutual agreement among the funding partners on a case-by-case basis. Additionally, CATS shall have the discretion to temporarily suspend the charging of fares for all or any portion of the public transportation system in response to operational needs, emergencies, or safety concerns.

- Fares for Special Event Services

Where special event service is implemented for sporting events or similar activities, fares shall be set by CATS on a case-by-case basis.

- VanPool Fares

Vanpool fares shall be based in part on the roundtrip miles, with higher fares associated with longer trip lengths. In addition, a flat monthly rate shall be applied based on van size. Vanpool fares shall be priced in recognition of the greater travel speeds, longer average trip lengths and the additional passenger amenities offered by such service.

- Light Rail Transit

Light Rail fare shall match the local bus fare, in recognition of the similarity in trip lengths, the desirability of attracting as many riders as possible to the system, and the availability of a bus-rail transfer in many cases where the local fixed-route bus network provides feeder service to light rail.

- Historic Trolley Service shares many operating characteristics with light rail. To provide seamless operations with light rail, the Historic Trolley service fare shall match light rail fare.
- Commuter Rail/Bus Rapid Transit fares will be established prior to initiation of new service.
- Transfers shall be available free of charge except from less expensive to more expensive services (e.g., local bus to express bus). The cost of transfers to higher priced services shall be the difference in fares. Transfers are valid for up to 90 minutes from issuance.

Free transfers in the same direction of travel will be offered to/from bus service and Light Rail Transit and Historic Trolley service.

- Discounted Fares

Discounted fares shall be available for senior citizens, passengers with disabilities, students through high school, and children 12 years and younger. Appropriate identification shall be required for discounted fares. The fare for senior riders (age 62 and over) and passengers with disabilities shall be 50 percent of the cash fare for the service riding rounded to the nearest logical dollars and cents. The fare for students through high school and children 12 years and younger shall be 50 percent of the cash fare for the service riding. Children 5 years and younger or under 46 inches tall shall not be required to pay a fare.

- Passes

Monthly passes shall be priced at the equivalent of 40 single trips, for both local and express passes. Seven-day/weekly passes shall be priced at the equivalent of 10 single trips.

The 10-Ride passes for all Non-STS Service types shall be priced at a 15% discount from the cost of 10 individual rides.

- Special Transportation Services Fares

Special Transportation Services (STS) provides services mandated by the Americans with Disabilities Act (ADA). Federal regulations permit a fare of no more than twice the local bus fare, but CATS has historically charged less than the maximum allowed. STS fares are all prepaid through ten-ride ticket books or an unlimited-use monthly pass. STS monthly passes can be used on non-STs services in which the fare is equal to or less than the STS fare.

#### 4.0 Sales Discounts

Sales discounts may be offered 1) for organizations that sell passes in volume and 2) to provide non-profit organizations with reduced prices on passes for their clients who are at or below the federal poverty level.

#### 5.0 Fare Adjustment Policy

An increase of either \$0.25 or the average of 2-year inflation (whichever is higher) is recommended for the base cash fare every two years. The purposes of the planned fare increases are to ensure that fare revenues keep pace with inflation, to reflect a fair-share contribution by riders to the costs of operating a transit system, and to practice wise stewardship of public funds generated by the dedicated sales tax. This does not preclude the MTC from approving fare adjustments at other times to compensate for unusual, uncontrollable increases in operating costs, e.g. very significant fuel cost increases.

Fares for all other services shall be adjusted to maintain their relationship to the base cash fare as outlined in this policy.

Due to the greater cost per passenger of operating ADA service and the extension of this service countywide, fares for services operated by STS shall increase by twice the amount of local bus fare increases. For example, if local bus fares increase by \$0.10, the STS increase will be \$0.20.

Proposed Fare increases will be included in the Transit Operating Program, which must be approved by the MTC. After approval of the Transit Operating Program, current fares will be updated as an attachment to this policy. In unusual circumstances, fare increases may be approved by the MTC outside of the annual Transit Operating Program schedule.

## Summary of Changes

MTC scheduled review. No changes.

Previous Revision: February 23, 2011

### Current Fares as of July 1, 2014 and Fare Policies by Fare Type

Information provided in this attachment will be updated to reflect any current fare changes.

Type of Service	Current Fare	Recommended Fare Adjustments
Local bus, light rail, historic trolley, express services reverse commute	\$2.20	\$ 0.25 or the average of 2-year inflation, whichever is greater, every two years
Express routes within Mecklenburg County	\$3.00	40 percent greater than local bus fare
Regional Express* routes to neighboring counties	\$4.40	Twice the local bus fare
Activity Center Services: Gold Rush	Free	Fare determined by mutual agreement with partnering organization(s)
Community shuttle service	\$0.90	40 to 50 percent of the local bus fare
Local bus, light rail and historic trolley All-Day Pass	\$6.60	Priced at equivalent of 3 one-way rides
Vanpool Service		
7 passenger minivan	\$349.25 per month plus \$0.161 per mile	Increase by a percentage based on percentage increase in local service
15 passenger van	\$461.18 per month plus \$0.253 per mile	
Commuter rail/bus rapid transit	N/A	If implemented, pricing to be determined

People 62 years and up and passengers with disabilities, with valid Transit ID or Medicare card	\$ 1.10 Local bus & light rail \$ 1.50 Express Bus \$ 2.20 Express Plus*	50 percent of service fare excluding STS & vanpool
K-12 students with valid current year school or Transit ID 6am to 4:30 pm	\$1.10 Local bus & light rail \$1.50 Express Bus \$2.20 Express Plus*	50 percent of service fare excluding STS & vanpool
Children 5 years and younger or Children 46" tall or less (accompanied by an adult)	Free	
STS (ADA service) STS yellow tickets	\$3.50 \$35.00 (book of 10)	Valued at up to twice that of the local bus fare
Monthly passes	\$88.00 Local \$121.00 Express \$140.00 STS (ADA Service) \$176.00 Express Plus*	Priced at the equivalent cost of 40 single trips
Senior/ADA Monthly passes	\$44.00 Local \$60.50 Express \$88.00 Express Plus*	One half of monthly price for service
10-Ride Pass	\$18.70 Local \$25.75 Express \$37.40 Express Plus*	Pass is valid on bus only
Weekly local passes (unlimited rides)	\$22.00 Local	Priced at the equivalent cost of 10 single trips
Fares for Special Event Services		Set by CATS on a case by case basis

\* Regional Express is identified as "Express Plus" on fare media.

Previous Fare Increase: July 1, 2012

## Appendix B: Public Process for Fare and Service Changes



**Subject/Title:**

Public Process for Fare and  
Service Changes

**Procedure No:**

CATS MC01

**Previous Revision:**

January 20, 2010

**Revised Date:**

January 7, 2013



1.1.1.1

**Carolyn Flowers**

**Chief Executive Officer and Director of Public Transit**

### 1.0 PURPOSE

To ensure the public is involved in and aware of significant route reductions or eliminations, fare changes, and system-wide changes.

### 2.0 PROCEDURES

#### 2.1 Route Reductions or Route Eliminations

Plans for the total elimination of a route or the restructuring of a route that will affect more than 25% of that route's ridership or 25% of route miles will be published through Riders Alerts and posted on revenue vehicles and through other transit venues 60 days before implementation is scheduled.

Comments in regards to the impacts on customers and the public will be considered by the Transit Services Advisory Committee and notice of the final changes will be communicated through Riders Alerts and posted on revenue vehicles, at the Charlotte Transportation Center, and/or at other CATS transit centers and stations.

#### 2.2 Major System-Wide Service and/or Fare Changes



Proposed service reductions that will affect 25% of passengers system-wide or 25% of route miles system-wide will be published for public review and comment no less than 90 days before the proposed changes are to take place. A public hearing/meeting will be held to hear and consider comments no less than 30 days after the published notice.

Proposed fare increases will be published for public review and comment no less than 90 days before the proposed changes are to take place. A public hearing/meeting will be held to hear and consider comments no less than 30 days after the published notice. The public hearing for fare increases shall follow the Metropolitan Transit Commission (MTC) Rules of Procedures section 7(b) "Procedures for Public Hearings."

A summary of the comments and effects of changes in regard to customers and the public will be provided to the Transit Services Advisory Committee and the MTC. Notice of the final changes will be posted on CATS revenue vehicles, through other communication avenues, at the Charlotte Transportation Center, and/or at other CATS transit centers and stations.

#### Summary of Changes

Three-year review complete. Only minor wording changes were necessary.

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